

FREQUENTLY ASKED QUESTIONS

REGARDING HRIS AND YES

The following questions can be found in this document below:

1. What do I do if I receive an error that says “The Portal cannot load because the Profile service returned an error...”?
2. How do I delete my Cache or Cookies?
3. What is my USERNAME for my YES account?
4. What is my USERNAME for my HRIS account?
5. What are the criteria for creating a YES or HRIS password?
6. What Internet browsers are compatible with HRIS and YES?
7. Why do I have to answer security questions?
8. Am I allowed to have multiple sessions of YES or HRIS open on the same browser?
9. What do I do if I forgot my password?

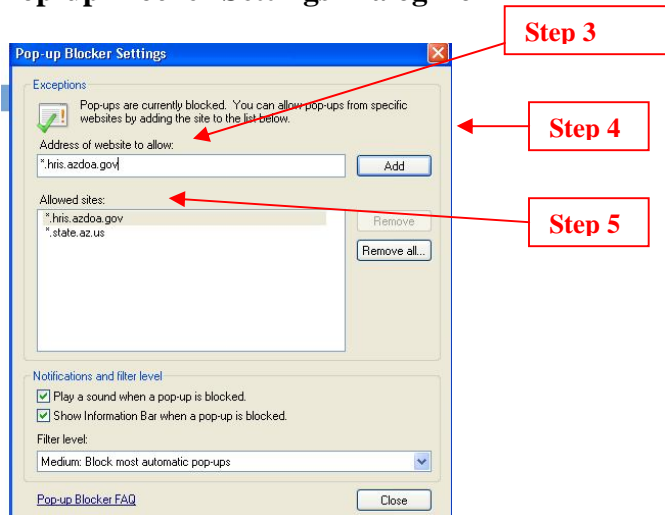
1. What do I do if I receive an error that says “The Portal cannot load because the Profile service returned an error...”?



If you receive this error it means that your pop-up blocker is turned on. Please complete the following steps to permanently turn off your pop-up blocker, for the HRIS / YES website.

- a. On the menu bar, click **Tools > Pop-up Blocker > Pop-up Blocker Settings**.
 - i. If Pop-up Blocker Settings is grayed out, go to **Tools > Pop-up Blocker > Turn On Pop-up Blocker**.
 - ii. Or if you do not have the Pop-up blocker option, then contact your IT department to assist you.
- b. The Pop-up Blocker Settings dialog box appears.
- c. In the Address of websites to allow field, add the following URL:
***.hris.azdoa.gov**
- d. Click **Add**.
- e. **Confirm** that the URL was added to the Allowed sites.
- f. Click **Close**.

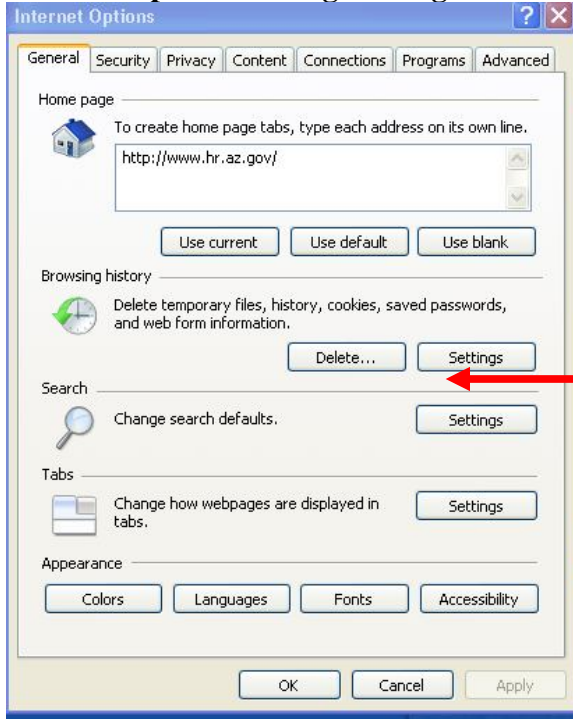
Pop-up Blocker Settings Dialog Box



2. How do I delete my Cache or Cookies?

- a. On the menu bar, click **Tools < Internet Options**.
- b. Click Delete under the Browsing History tab

Internet Options Settings Dialog Box

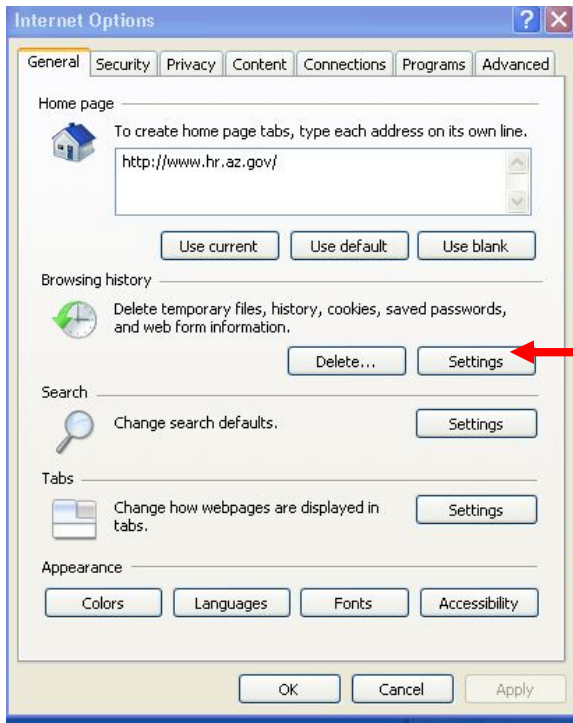


- c. The Delete Browsing dialog box will appear. Click **Delete All**
- d. Then click **Yes**

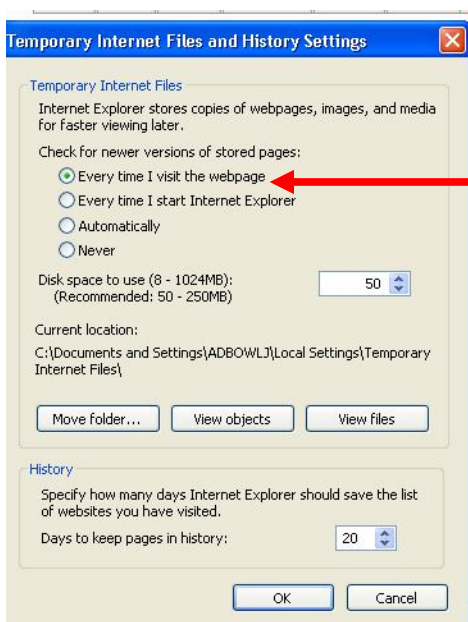


Then, it is important to check for newer version of the YES website by completing the following steps:

- a. On the menu bar, click **Tools < Internet Options**.
- b. Click Setting under the Browsing History



- c. Then, click the radio button next to "Every time I visit the webpage"
- d. Click **OK**.



3. What is my USERNAME for my YES account?

Your username is your EIN WITHOUT the leading zeros.

4. What is my USERNAME for my HRIS account?

Your username is your first, middle and last initials followed by the last five digits of your EIN – example: abc26074). If you don't have a middle initial, use "x". This is called your Power User ID.

5. What are the criteria for creating a YES or HRIS password?

1. Passwords are case sensitive.
2. Passwords cannot contain special characters such as spaces, !, @, #, \$, %, &, *.
3. Passwords must be at least 8 characters and must have at least one number. For example: abcdefg4.

6. What Internet browsers are compatible with HRIS and YES?

1. At this time, Internet Explorer is the only compatible browser for HRIS and YES. Versions 6.0 – 8.0 are supported
2. Neither Firefox nor Safari is compatible at this time.
3. Our third party software vendor, Lawson, is looking into ways to offer other browsers to be compatible with HRIS and YES, but no time frame has been established at this time.

7. Am I allowed to have multiple sessions of YES or HRIS open on the same browser?

At this time, only one session of HRIS or YES can be opened per browser. If you need more than one session open, please open a second browser to login.

IF YOU USE Internet Explorer 8 (IE8) on the Windows XP operating system – PLEASE READ THE FOLLOWING!

For those using Internet Explorer 8 (IE8) on the Windows XP operating system, perform the following steps in order to run multiple sessions of HRIS/YES on your desktop:

1. Open IE8 and navigate to the HRIS/YES Portal Login page (https://portal.hris.azdoa.gov/CES/ces_login.jsp).
2. Login to HRIS/YES.
3. In the upper left-hand corner of your browser click File.
4. Click New Session. A new browser window will appear.
5. Navigate to the HRIS/YES Portal Login page.
6. Repeat step #2.

Why do I have to answer security questions?

HRIS added a new Self Service feature to allow you to reset your password without contacting the HRIS Help Desk. The answers you provide to the questions will allow us to verify your identity before your password is changed. When you initially login to HRIS or YES, you will be requested to answer two security questions. Choose two questions from the list and answer appropriately. **Please note:** in order to prevent security violations do not share these security questions or answers with anyone. Once you successfully answer these questions, click Update. You will receive a message stating “Update Complete – thank you for providing the information”. This message means that your security questions have been answered successfully.

8. What do I do if I forgot my password?

If you forgot your password, click the **Forgot / Change Password** link on the HRIS / YES login page. Note: you must have answered the security questions before you are able to reset your password. If you have not answered the questions, you must contact the HRIS Help Desk at 602.542.4700 to have your password reset manually.

If you have answered the security questions, you may reset your password by completing the following steps:

- a. Access the **HRIS/YES** login page.
- b. Click the **Forgot / Change Password** link.
- c. Enter your **Username** (Power User ID or EIN).
- d. Click **Continue**.
- e. Answer the security questions.

NOTE: If you forget your answers, please contact the HRIS Help Desk at 602-542-4700 to have your security questions reset.

- f. Click **Continue**.
- g. Enter your **New Password**.
- h. Enter your **Password** again for verification purposes.
- i. Click **Reset Password**.
- j. A notification stating that your password has been reset will appear. Click the **LOGIN** link and you will be redirected to the HRIS/YES login screen.

If you have any questions, please feel free to contact the HRIS Help Desk at 602-542-4700 or by email at hrishelpdesk@azdoa.gov.